

# Bates

## Department Employee Onboarding Guide (Day One through Year One)

**\*At this stage, a verbal/conditional offer has been extended by the hiring manager and accepted by the candidate.**

### BEFORE THE EMPLOYEE'S START DATE

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*Goal: This is an inclusive work environment with informed colleagues and a fully-equipped work space; New employees feel welcomed and appreciated on their first day.*

- Submit a Personnel Action Form as soon as the verbal/conditional offer is accepted. Group start/onboarding dates can be found on the HR Website under Employment/Supervisors & Hiring Managers.
  - Remember to remind your new employee to electronically accept their offer letter & complete the new hire form sent via email from HR/PageUp.
- Call employee the week before they start:
  - Confirm date, time, building, parking, dress code, anything important for day one.
  - Remind employee to bring requested materials to Day One Onboarding with HR
- Add regularly scheduled meetings (e.g. staff and department) to the employee's calendar.
- Prepare the employee's calendar for the first two weeks. Schedule meet & greets with key stakeholders. Ensure the employee is set up to be introduced to the people they will need to know (if applicable) outside of your department.
- Email department/team/functional area of the new hire. Include start date, employee's role, and bio. Copy the new employee's email so they see it when they start.
- Add the employee to relevant email lists.
- Schedule any training required for the job and add to calendar. (Wordpress, Banner, etc).
- Set up meeting if needed with Lee Desiderio in ILS to meet with new employee to review G-suite, calendaring, printing, Gmail, Zoom, Zoom Phone voicemail setup etc.
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- Consider assigning a department buddy to assist with questions. Meet with the buddy, and provide suggestions and tips.
- Arrange for a campus tour if they haven't already had one during the interview process. (1st and 3rd Wednesday of each month at 9AM) Contact Jody Murray in HR for this.
- Put together a welcome packet from the department: Relevant contact names & phone numbers, campus map, parking information, mission & values of Bates College and the department.
- Tidy the work area, and set up cube/office space with supplies.
- Order office or work area keys from Campus Safety.
- Order business cards and name plate if needed (Post & Print).
- Order technology equipment (computer, printer, phone, iPad) and software.
- Contact ILS to have the system set up in advance (laptop delivery, phone installed).
- Arrange for access to common drives through ILS, and coordinate authorizations.

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### FIRST DAY

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*Goal: The employee feels welcomed and prepared to start working; Begins to understand the position and performance expectations.*

- Be available to greet the employee on the first day.
- Escort your new employee to Day One Onboarding in Pettengill 227 (computer lab), where they will also get their ID Badge and computer logins set up. If they are benefit eligible, this is also where they will meet with Brenda Sawyer to make their enrollment selections. You will both be emailed by HR a few days prior to the start date with instructions for the first day.
- Introduce the employee to others in the workplace.
- Introduce the employee to his/her buddy if you have one arranged.
- Tour the office/building.
- Review hours of work. Explain policies and procedures for overtime, use of vacation and sick time, holidays, etc. Explain any flexible work policies or procedures. Complete remote work agreement if applicable.
- Take the employee out to lunch. Show off the Den!
- Provide department SOP (Standard Operating Procedures) if applicable.
- Provide department or building-specific safety and emergency information (meeting points for fire drills, etc).
- Explain how to order any desired office supplies.
- Provide information on setting up voicemail.
- Show the employee how to report their time (may need to be reviewed for any employee who misses the Onboarding session—these are rare exceptions).

### FIRST WEEK

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*Goal: New employee builds knowledge of internal processes and performance expectations; Feels settled into the new work environment.*

- Give employee their initial assignment. (Make it something small and doable.)
- Debrief with employee after he/she attends initial meetings, attends training, and begins work on initial assignment. Also touch base quickly each day.
- Create a Trust Agreement with your new employee. (Contact Jody in HR for help with this).
- Explain the annual performance review and goal-setting process.
- Ensure employee has fully functioning computer and systems access and understands how to use them.
- Make sure the employee has gone into Garnet Gateway and completed any outstanding To-Do Action items.
- Check in at the end of the week to see how things are going and if the employee has any questions or concerns.

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### FIRST MONTH

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*Goal: Employee is cognizant of their performance relative to the position and expectations; Continues to develop, learn about the organization, and build relationships.*

- Schedule and conduct regularly occurring one-on-one meetings.
- Continue to provide timely, on-going, meaningful “everyday feedback.”
- Explain the performance management process.
- Discuss performance and professional development goals.
- Ensure employee attends New Employee Orientation scheduled through HR.
- Continue introducing employee to key people and bring them to relevant events.
- Meet with employee and buddy to review first weeks and answer questions.
- Schedule an ergonomic assessment for the employee with EHS if employee is not comfortable at workstation.

### FIRST THREE MONTHS

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*Goal: Employee is becoming fully aware of his/her role and responsibilities, beginning to work independently and produce meaningful work. They continue to feel acclimated to the environment, both functionally and socially.*

- Continue having regularly occurring one-on-one meetings.
- Meet for informal three-month performance check-in.
- Continue giving employee assignments that are challenging yet doable.
- Create written performance goals and professional development goals.
- If applicable, have employee “shadow” you at meetings to get exposure to others and learn more about the department and organization.
- Take employee out to lunch, and have informal conversation about how things are going.
- Provide information about continued learning opportunities, including tuition assistance.

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### FIRST SIX MONTHS

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*Goal: Employee has gained momentum in producing deliverables, has begun to take the lead on some initiatives, and has built some relationships with peers as go-to partners. Employee feels confident and is engaged in new role while continuing to learn.*

- Conduct six-month/mid-year performance review.
- Review progress on performance goals and professional development goals.
- Create an opportunity for employee to attend or be involved in an activity outside of his/her work area.
- Invite employee to Bates College events and introduce him/her to others.

### FIRST YEAR (BETWEEN SIX AND TWELVE MONTHS)

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*Goal: Employee is fully engaged in new role – applies skills and knowledge, makes sound decisions, contributes to team goals, understands how their assignments affect others in the organization, and develops effective working relationships. Has a strong understanding of Bates College’s mission and culture. Employee continues to be engaged in their role and has gained greater confidence in position; begins to take on additional assignments and works with some level of autonomy.*

- Celebrate successes and recognition of employee’s contributions.
- Continue providing regular informal feedback; provide formal feedback during the annual review process.
- Have a conversation with employee about his/her experience at Bates College to date:
  - o Extent to which employee’s expectations of role and Bates College have aligned.
  - o Extent employee’s skills and knowledge are being utilized and ways to better utilize them; what’s working, what they need more of, etc.
  - o Begin discussing the year ahead and setting new goals.
- Support and encourage employee participating on either a committee or cross-functional team.
- Solicit employee’s feedback and suggestions on ways to improve the department onboarding experience.
- Discuss employee’s professional development goals and identify relevant learning opportunities.